



ARIZONA DEPARTMENT OF ECONOMIC SECURITY

1789 W. Jefferson • P.O. Box 6123 • Phoenix, AZ 85005

Janet Napolitano
Governor

Tracy L. Wareing
Director

March 4, 2008

WIA Guidance Letter #04-07

SUBJECT: Program Year (PY) 2006 Corrective Action/Technical Assistance Policy – Local Workforce Investment Area (LWIA) Failure to Meet Performance Levels

REFERENCE: P.L. 105-220 Workforce Investment Act (WIA) of 1998, Section 136(h)(1)(2); 20 CFR Part 652 Subpart D 666.420; U.S. Department of Labor (USDOL) Training and Employment Guidance Letter (TEGL) No. 8-99 and 19-02.

BACKGROUND: The Workforce Investment Act (WIA) calls for corrective actions to be taken whenever performance has fallen below negotiated levels.

This guidance letter provides the specifics of the corrective action process intended to give Local Workforce Investment Boards (LWIBs) and the State a way to identify and address programmatic issues that adversely impact provision of services to WIA customers resulting in lower performance. Under this policy, LWIBs are required to submit to the Employment Administration/WIA Section a corrective action plan to address each core performance measure for the LWIA's annual performance that falls below negotiated levels with the State.

ACTION REQUIRED: LWIAs who failed to meet performance for PY 2006 must submit a Corrective Action/Technical Assistance plan by March 21, 2008. LWIA Directors must distribute this guidance letter and attachments to staff responsible for oversight of WIA performance. The assigned Field Operations Liaison will be contacting each LWIA **required** to submit a Corrective Action/Technical Assistance Plan to follow-up with development of plans and requests for assistance.

If you have any questions, please contact Mimi Hurtado, Field Operations Manager at (602) 542-2475 or by email at MimiHurtado@azdes.gov. All WIA Guidance Letters are posted on the WIA website at <http://www.azdes.gov/wia>.

Sincerely,

A handwritten signature in black ink, reading "Carolyn Ufford".

Carolyn Ufford
WIA Section Manager
Employment Administration

Attachment A: LWIA Corrective Action/Technical Assistance Guidelines
Attachment B: LWIA PY 2006 Performance Chart